



# HOWARD COUNTY, MARYLAND

## OFFICE OF PURCHASING

6751 Columbia Gateway Drive, Suite 501, Columbia, MD 21046

### *ADDENDUM NO. 1*

*MAY 16, 2017*

### *REQUEST FOR PROPOSALS*

*RFP NO. 14-2017*

**WEB BASED BENEFITS ENROLLMENT SYSTEM**

**REVISED OPENING: MAY 31, 2017 AT 11:00 A.M.**

<https://www.howardcountymd.gov/Departments/County-Administration/Purchasing>

Please note the following questions received and submit the proposal accordingly. This addendum is hereby made a part of RFP No. 14-2017. The opening date is revised from **MAY 24, 2017 TO MAY 31, 2017**.

#### Questions/Answers

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1. Please provide the HR System of Record and the payroll system of record for each entity:

**Answer:** The HR System of Record are as follows: **County:** ADP; **Library:** PayEntry; **College:** Ellucian Colleague. The Payroll System of Record are as follows: **County:** ADP; **Library:** PayEntry; **College:** Ellucian Colleague.

2. What is the anticipated go live date – ongoing or just new year enrollment?

**Answer:** Actual go-live is 1/1/18. Implementation will need to begin prior to that time for data configuration and testing for a 1/1/18 go-live.

3. How many different benefit eligibility groups are there across the county, library and college?

**Answer:** It is broken down by: Active employees, Medicare-eligible retirees, Retirees Under-65, and COBRA. This structure applies to the County (which includes Economic Development Authority, Mental Health Authority, Soil Conservation District, Housing Commission), Library, and College.

4. Does Howard County have a single or multiple annual enrollment timeframes/new enrollment dates by entity? What is the typical annual enrollment dates? When do new enrollment coverage begin?

**Answer:** Open enrollment dates are uniform across the entities. Open enrollment typically runs from late October through early November. New enrollments take effect the first of the month after date of hire.

5. How many health plans do you have within Aetna and Kaiser? Please describe?

**Answer:** Five (5) Aetna plans (Aetna Open Access, Aetna PPO, Aetna Medicare Advantage 10 Plan, Aetna Medicare Advantage 95 plan) Two (2) Kaiser plans (Kaiser HMO and Kaiser Medicare Cost Plus plan)

6. Do you have any non-US associates with US benefits?

**Answer:** No.

7. Please describe EOI rules?

**Answer:** Supplemental life 1x salary and dependent life does not require EOI (Evidence of Insurability) if elected within first 30 days of employment. Supplemental life beyond 1x salary or elections made after the first 30 days of employment require EOI.

8. Do you have imputed income for anything other than basic life over \$50k or Domestic Partners?

**Answer:** No

9. Do you have complex pricing/credits?

**Answer:** No- only a medical waiver payment for employees who waive medical plan enrollment. There are 2 different waiver amounts – one for full-time employees hired prior to 7/1/93 and one for full-time employees hired after 7/1/93.

10. Do you have custom coverage begin rules that are not standardized in some way?

**Answer:** No.

11. Do you have a spousal surcharge designation? Please describe?

**Answer:** No.

12. How many price tables are needed for each benefit option, per eligibility group (i.e. differing rate tables based on division or salary)? Please describe?

**Answer:** The price tables are as follows:

- Active employees rate table for full-time and part-time employees for medical and dental plans
- Retiree rate table for Medicare eligible retirees who retired prior to 7/1/09 (multiple tiers by length of service are contained within the table)
- Retiree rate table for Medicare eligible retirees who retired after 7/1/09 (multiple tiers by length of service are contained within the table)
- Retiree rate table for Retirees Under-65 who retired prior to 7/1/09 (multiple tiers by length of service are contained within the table)
- Retiree rate table for Retirees Under-65 who retired after 7/1/09 (multiple tiers by length of service are contained within the table)
- Retiree dental plan rate table applicable to all retirees
- ACA-eligible rate table for non-benefit eligible employees
- Supplemental life age-banded rate table
- Dependent Life rate table

13. Please provide a payroll frequency table for your entities.

**Answer:** County and Library payroll frequency is 26 pay periods with benefit deductions withheld over 24 pay periods. In addition, Howard Community College pays on the 15<sup>th</sup> and last day of the month.

14. How many HR Practitioners will the ongoing service delivery team need to support for daily processing questions? (this is not the same as Admins requiring access to Enroll on Behalf of the employees)

**Answer:** Five.

15. Is the ongoing dependent verification of dependents currently managed internally by the benefits teams at the county, college and library, respectively?

**Answer:** Managed internally.

16. Please confirm the following dates:

**Answer:**

- Projected short-list interviews and system demonstrations: **Dates TBD**
- Desired Implementation kick-off: **9/1/17**
- Desired Go Live for services: **1/1/18**
- Annual enrollment timeframe: **Late October through early November**

17. Does the budget range (up to \$250k) take into account a potential implementation fee if Howard County were to transition from their current vendor? For example, we understand this is an annual budgeted amount, but if Howard County desires one year contract terms, the first year could incorporate a set-up fee potentially that would not be in effect after year one.

**Answer:** This is included in the contract range.

18. How many employees are considered variable hour for ACA Status Tracking?

**Answer:** Approximately 4000.

19. Please provide a copy of current call statistics and disposition reports. This will help us provide a quote for call center based on expected call types and volumes.

**Answer:** Total calls during Open Enrollment: 7; Call volume for 2016: 40; Average call duration: 1 minute 38 seconds.

20. Please define the difference between HR Support Center and Call Center. These are two line items on the pricing grid and we'd like to ensure we quote the appropriate level of support desired for each section.

**Answer:** HR Support Center is for HR staff support on the system. Call Center Support is for the end-user support.

21. How are retirees billed for coverage? Are they on Direct Bill or a pension file? If both, please provide the breakout of each.

**Answer:** County has approximately 22 on direct bill and 723 on the pension file; College has 67 on direct bill (none on pension file); Library has 2 on direct bill and approximately 70 on the pension file.

22. Is Howard County list or self-billed? If both, please provide by carrier or coverage level the break out.

**Answer:** Self-administered.

23. Please provide details on your current billing process and provide sample bills, if possible.

**Answer:** This is not applicable.

24. Will open enrollment be active or passive?

**Answer:** Passive.

25. Regarding historical call center statistics please provide the following:

- Total call volume during Open Enrollment? **7**
- Total call volume throughout the year? **2016 – 40, 2017 - 9**

- Average duration per call? **Approx. 1 min 38 secs**
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26. What is the total number of carrier files sent in a month?  
**Answer:** Nine (9)
27. Are data files sent weekly or bi-weekly?  
**Answer:** Seven files are sent weekly. One file is sent monthly.
28. Will Howard County be requiring communications in any language other than English? If so, for what percentage of the population and in which languages?  
**Answer:** No
29. How many new hires and life events occur on average each month?  
  
**Answer:** Approximately 25 – 30 new hires per month. Approximately 20 – 25 life events each month.
30. How many COBRA instances occur on average each month?  
**Answer:** Approximately 20 per month.
31. What is the average number of direct bills per month?  
**Answer:** Approximately 91 (see Question 21).
32. For ACA management, what is the total employee population that needs to be considered?  
**Answer:** County has Approximately 4000; College has approximately 1750.
33. For premium billing, does the client require self-bill or list bill?  
**Answer:** We are self-administered.
34. Does Howard County have any grandfathering rules?  
**Answer:** Grandfathering for medical opt-out payments. Full-time employees hired prior to 7/1/93 receive \$75.00 per pay, and Full-time employees hired after 7/1/93 receive \$37.50 per pay.
35. It is stated that there are currently 7 separate entities that are all covered by the County benefits program. Two of the entities are listed as having their own Benefits Department. Does the vendor need to price for all 7 entities or only for 5 entities?  
**Answer:** Pricing should include all 7 entities.
36. Will the client be implemented as one entity or 7 different entities?  
**Answer:** One entity
37. Are the benefit plans for each of the entities the same or different?  
**Answer:** Health insurance benefits are the same across the entities. There are some differences on ancillary benefits such as life insurance, disability and voluntary benefits.
38. It is stated that the annual contract value is \$100,001-\$250,000. Does the pricing need to fall within these parameters?  
**Answer:** The pricing should be based on the quantities on the price page.

39. Can the vendor suggest changes to the Business Associate Agreement?

**Answer:** Any changes to the Business Associate Agreement would have to be approved by our Office of Law.

40. What are the plan years for the unions? If they are the same, please confirm that the contracts in place for the unions will not change the effective date and that all effective dates are the same.

**Answer:** Plan years are the same and do not affect benefits.

41. In the Technical Questionnaire excel file, in some cases, the size of the cell is not large enough to display the full 255 characters. Are you able to provide us with the password so we can adjust the cell size to make our full answer is visible?

**Answer:** For those few cells that do not expand to see 100% of your response, please use the "Large Response" tab. Please note that Attachment 1 & 2 of your electronic submission should have the excel format of your response, not a PDF.

#### Attachment

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#### Pre-Proposal Conference Sign-In Sheet

All other specifications, terms and conditions remain the same.

Please acknowledge addenda by signing below and returning with the proposal. Failure to acknowledge this addendum may be cause for rejection of the proposal.

#### ADDENDUM RECEIVED BY:

\_\_\_\_\_  
Company Name  
EHB

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

Pre-Proposal Conference Sign-In Sheet

RFP-14-2017

Web Based Benefits Enrollment System

Thursday, April 27, 2017 at 10:00 a.m.

Office of Purchasing Conference Room

IT IS IMPORTANT TO COMPLETE THE GRAY AREAS OF THIS FORM AS IT WILL ASSIST HOWARD COUNTY'S ONGOING EFFORTS TO OBTAIN MBE/DBE/WBE PARTICIPATION.

PRINTED NAME OF REPRESENTATIVE	COMPANY NAME	IS YOUR COMPANY EBO/MBE CERTIFIED?	TELEPHONE & FAX NUMBER	E-MAIL ADDRESS	INTERESTED IN BEING A SUB- CONTRACTOR? CHECK HERE
Michael Finkel	Sparksoft corp	YES	516-965-6436	mike.finkel@sparksoftcorp.com	✓
NATACHA LO	A PRIORI ANALYTICS GROUP	IN PROCESS	301-417-4067	natacha.lo@apagsolutions.com	✓
Denise Lipinski	Benelogic	no	443-322-2419	dlipinski@benelogic.com	✓
Lindsay Steiner	Benelogic	NO	443-322-2431	lsteiner@benelogic.com	✓
Shashi Duraiswami	Tupelo Technologies	In progress	301-332-2510	shashi@tupelotech.com	✓
Adam Hochman	Perf+Focus	Y	202-447-9712	adam.hochman@perf+focus.com	✓
Steven English	Businessolver	✓	443-878-0345	senglish@businessolver.com	✓
Roger Ramirez					
Mamatha Chittireddy	CLIENT SOFTWARE SERVICES	✓	301-540-8422	mamatha@clientsoftware services.com	✓

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Cardyn Roun	Bolton Partners		410	<del>Choung@boltonpartners.com</del> Choung@boltonpartners.com	
Randolph Zamzaw	HCG - OHR		X 3237		
Kathy Burk	HCG - OHR		X 3464		
Tricia Strobel	HCLS - HR		X 7790		